

CLAIMS:

1 1. A method for dynamically managing workflow without preprogrammed workflow
2 rules, the method comprising:
3 receiving a request from a user;
4 transmitting the request to at least one group of potential respondents;
5 transmitting a response to the user from one respondent of the at least one group of
6 potential respondents; and
7 limiting the at least one group of potential respondents to the request to the one
8 respondent to prevent additional respondents from responding to the request.

1 2. The method for dynamically managing workflow according to claim 1, wherein the
2 user selects the groups of potential respondents to transmit the request to.

1 3. The method for dynamically managing workflow according to claim 1, wherein the
2 request is transmitted to a plurality of groups of potential respondents.

1 4. The method for dynamically managing workflow according to claim 1, further
2 comprising:

3 indicating to the user that a response has arrived from a potential respondent.

1 5. The method for dynamically managing workflow according to claim 4, further
2 comprising:

3 after the user has viewed the response deleting the indication to the user that a response
4 has arrived from a potential respondent.

1 6. The method for dynamically managing workflow according to claim 1, wherein
2 information concerning the request flows between the user and the respondent until the request is
3 resolved.

1 7. The method for dynamically managing workflow according to claim 1, further
2 comprising:
3 receiving comments from members of a users group authorized to view the user's request.

1 8. The method for dynamically managing workflow according to claim 1, further
2 comprising:
3 transmitting the request from the respondent to at least one of members of the
4 respondent's group and another group of respondents.

1 9. The method for dynamically managing workflow according to claim 1, further
2 comprising:
3 transmitting a termination message from the respondent to the user when the request has
4 been satisfied.

1 10. The method for dynamically managing workflow according to claim 1, wherein the
2 request and the response are communicated over the internet or an intranet.

1 11. The method for dynamically managing workflow according to claim 1, wherein the
2 workflow facilitates coordination of care of an individual.

1 12. The method for dynamically managing workflow according to claim 1, further
2 comprising:
3 storing data associated with a cared-for individual in a data storage device coupled to a
4 server, the server accessible by a plurality of user interface devices via a communication media;
5 and
6 receiving a business rule associated with the data over the communication media
7 transmitted from one of the plurality of user interface devices, the business rule specifying access
8 privileges of a member user.

1 13. The method for dynamically managing workflow according to claim 1, further
2 comprising:
3 displaying to the user only information and controls relevant to the user.

1 14. The method for dynamically managing workflow according to claim 13, further
2 comprising:
3 sorting the information in order of importance.

1 15. A system for dynamically managing workflow without preprogrammed workflow
2 rules, the system comprising:

3 a server connected to a communication media and operable to receive a request from a
4 user, transmit the request to at least one group of potential respondents, transmit a response to the
5 user from one respondent of the at least one group of potential respondents and limit the at least
6 one group of potential respondents to the request to the one respondent to prevent additional
7 respondents from responding to the request, wherein the server is accessible by a plurality of user
8 interface devices connected to the communication media.

1 16. The system according to claim 15, wherein the server is further operable to store data
2 associated with a cared-for individual and at least one business rule associated with the data, the
3 business rule being created by a user at one of the plurality of user interface devices, the business
4 rule specifying a level of access privileges of a member user.

5 17. The system according to claim 15, wherein the communication media is a local area
6 network or a wide area network.

7 18. The system according to claim 15, wherein the system facilitates coordination of care
8 of an individual.

1 19. A computer program product for performing a process of dynamically managing
2 workflow without preprogrammed workflow rules in a system, the computer program product
3 comprising:
4 a computer readable medium; and
5 computer program instructions, recorded on the computer readable medium, executable

6 by a processor, for performing the steps of:
7 receiving a request from a user;
8 transmitting the request to at least one group of potential respondents;
9 transmitting a response to the user from one respondent of the at least one group of
10 potential respondents; and
11 limiting the at least one group of potential respondents to the request to the one
12 respondent to prevent additional respondents from responding to the request.

1 20. The computer program product according to claim 18, wherein the computer
2 program instructions further perform the steps of:
3 storing data associated with a cared-for individual in a data storage device coupled to a
4 server, the server accessible by a plurality of user interface devices via a communication media;
5 and
6 receiving a business rule associated with the data over the communication media
7 transmitted from one of the plurality of user interface devices, the business rule specifying access
8 privileges of a member user.

1 21. A system for performing a process of dynamically managing workflow without
2 preprogrammed workflow rules in a system, comprising:
3 a processor operable to execute computer program instructions; and
4 a memory operable to store computer program instructions executable by the processor,
5 for performing the steps of:
6 receiving a request from a user;

7 transmitting the request to at least one group of potential respondents;
8 transmitting a response to the user from one respondent of the at least one group of
9 potential respondents; and
10 limiting the at least one group of potential respondents to the request to the one
11 respondent to prevent additional respondents from responding to the request.

1 22. The system according to claim 21, wherein the memory is further operable to store
2 computer program instructions for performing the steps of:
3 storing data associated with a cared-for individual in a data storage device coupled to a
4 server, the server accessible by a plurality of user interface devices via a communication media;
5 and
6 receiving a business rule associated with the data over the communication media
7 transmitted from one of the plurality of user interface devices, the business rule specifying access
8 privileges of a member user.